

**DECLARATION AND POWER OF ATTORNEY FOR  
PATENT APPLICATION**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am an original, first and joint inventor, of the subject matter which is claimed and for which a patent is sought on the invention entitled

**A Method and System for Managing Service Requests Across Multiple Systems**

the specification of which (check one)

  X   is attached hereto.

       was filed on  
as Application Serial No.  
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(Number) (Country) (MM/DD/YYYY)

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Send all correspondence to: Darcell Walker, 8107 Carvel Lane, Houston, Texas 77036.  
Please direct telephone calls to Darcell Walker at (713) 772-1255.

FULL NAME OF FIRST INVENTOR: **Alexander Druyan**

INVENTOR SIGNATURE: *Alexander Druyan*

DATE: 1/31/02

RESIDENCE: 605 Louisiana Ave., Apt. 5A  
Brooklyn, New York 11239

CITIZENSHIP: United States

POST OFFICE ADDRESS: 605 Louisiana Ave., Apt. 5A  
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FULL NAME OF FIRST INVENTOR: **Donald A. James**

INVENTOR SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

RESIDENCE: 1800 ShadowBrook Circle  
Round Rock, Texas 78681

CITIZENSHIP: Danish

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FULL NAME OF FIRST INVENTOR: **Ching Yu Conrad Lo**

INVENTOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

RESIDENCE: 18809 Caberner Drive  
Saratoga, California 95070

CITIZENSHIP: United States

POST OFFICE ADDRESS: 18809 Caberner Drive  
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FULL NAME OF FIRST INVENTOR: **Arsalan K. Lodhi**

INVENTOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

RESIDENCE: 1720 Park Avenue, Apt. #T  
Long Beach, California 90815

CITIZENSHIP: United States

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FULL NAME OF FIRST INVENTOR: **Fabian F. Morgan**

INVENTOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

RESIDENCE: 305 Memorial Drive Room 602B  
Cambridge, Massachusetts 02139

CITIZENSHIP: Jamaica

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FULL NAME OF FIRST INVENTOR: **Sandra Juni Schlosser**

INVENTOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

RESIDENCE: 9309 Creek's Edge Circle  
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Brooklyn, New York 11239

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FULL NAME OF FIRST INVENTOR: **Donald A. James**

INVENTOR SIGNATURE: Donald A James DATE: 12-19-2001

RESIDENCE: 1800 ShadowBrook Circle  
Round Rock, Texas 78681

CITIZENSHIP: ~~Danish~~ United States DJ

POST OFFICE ADDRESS: 1800 ShadowBrook Circle  
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FULL NAME OF FIRST INVENTOR: **Ching Yu Conrad Lo**

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Saratoga, California 95070

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FULL NAME OF FIRST INVENTOR: **Arsalan K. Lodhi**

INVENTOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

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Long Beach, California 90815

CITIZENSHIP: United States

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FULL NAME OF FIRST INVENTOR: **Fabian F. Morgan**

INVENTOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

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Cambridge, Massachusetts 02139

CITIZENSHIP: Jamaica

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Docket Number **AUS920011019US1**

FULL NAME OF FIRST INVENTOR: **Sandra Juni Schlosser**

INVENTOR SIGNATURE: *Sandra Juni Schlosser* DATE: 12-19-2001

RESIDENCE: 9309 Creek's Edge Circle  
Austin, Texas 78733

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Round Rock, Texas 78681

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INVENTOR SIGNATURE: Ching Yu Lo DATE: January 6, 2002

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Saratoga, California 95070

CITIZENSHIP: United States

POST OFFICE ADDRESS: 18809 Cabernet Drive  
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CITIZENSHIP: ~~United States~~ **PAKISTAN** 

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